

Subject: City Hall Safety and Security Survey Analysis

December 2016

Executive Summary

In response to growing concern regarding the safety and security of City employees working in City Hall, a survey was developed that was intended to measure City Hall employees' perceptions regarding their safety working in the City Hall building and to solicit ideas on how to improve the overall safety and security of the building.

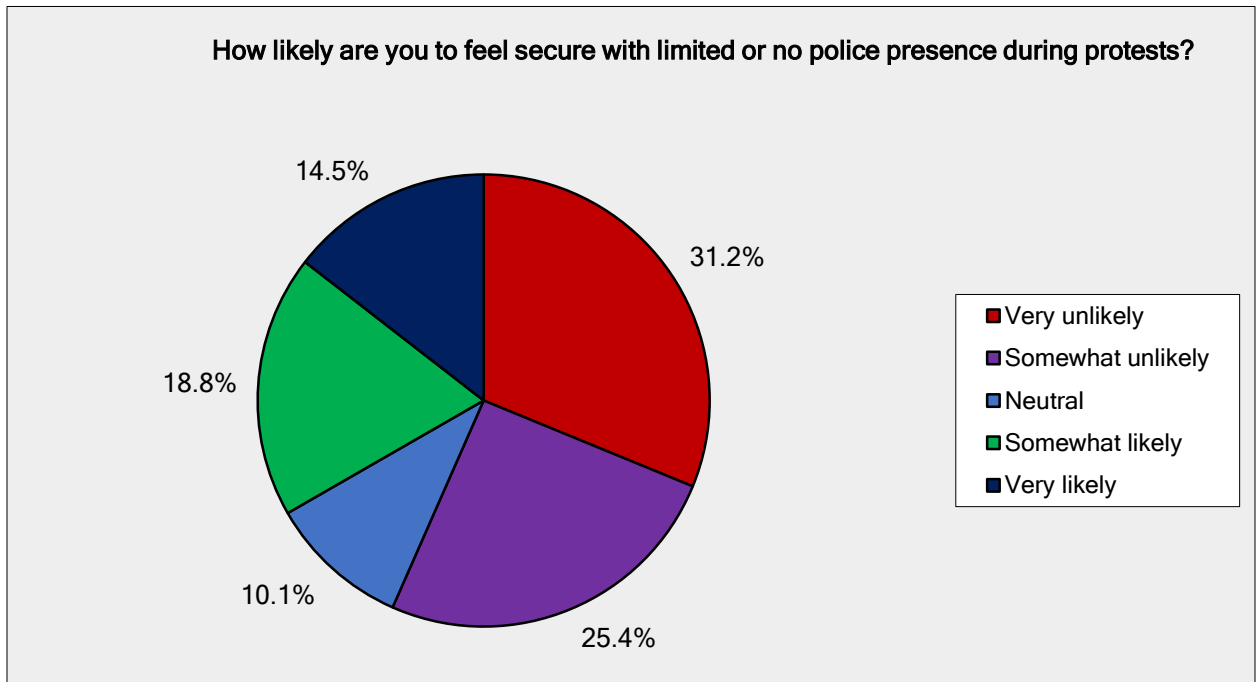
The survey was sent to approximately 260 employees that were identified as working primarily in City Hall. Out of the 260 surveys sent out, 139 responses were received. 101 responses were received on the first day, with other responses coming in throughout the week of November 28 through December 2. The survey itself consisted of five questions with three out of the five questions offering an "other" field asking for any suggestions the employee might have. The "other" field was qualitatively analyzed with suggestions being measured by counting frequencies or the number of times an employee offered the same particular suggestion.

Some highlights from the survey include:

- More than half of the respondents said they were very unlikely or somewhat unlikely to feel secure with limited or no police presence during protests.
- Nearly 85% of respondents indicated that City employee-only access points allowing safe entry/exit would make them feel most comfortable getting in and out of the building safely when protestors are present.
- Almost half of respondents indicated that, overall, they generally feel safe working in City Hall but there have been instances where they have felt unsafe; 36% of respondents indicated that they generally feel safe working in City Hall all the time.
- Asked what would help them feel safer in their office, two responses were each given by more than 60% of respondents. These include:
 - Having an emergency exit plan
 - Training on what to do in an emergency situation
- Asked what would help them feel more safe and secure at City Hall, two responses were each given by more than 65% of respondents. These include:
 - Having an emergency exit plan in place
 - Having an emergency action plan in place

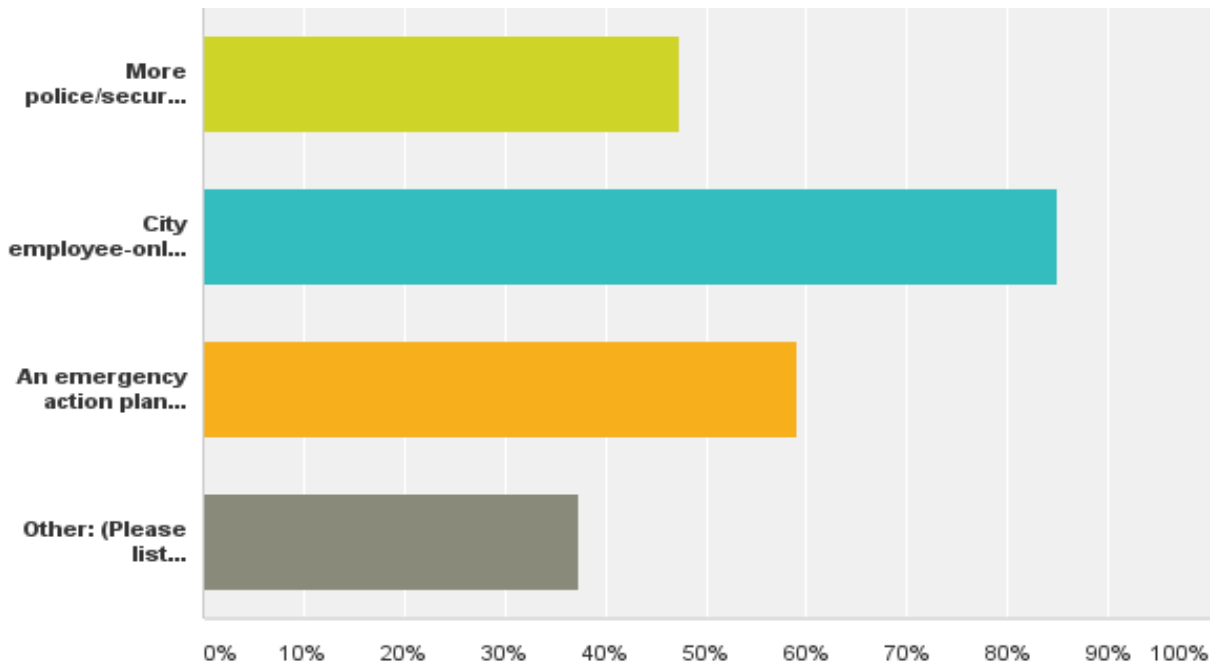
1. How likely are you to feel secure with limited or no police presence during protests?

Answer Options	Response Percent	Response Count
Very unlikely	31.2%	43
Somewhat unlikely	25.4%	35
Neutral	10.1%	14
Somewhat likely	18.8%	26
Very likely	14.5%	20
<i>answered question</i>		138
<i>skipped question</i>		1



2. In the event of a protest, which options would make you feel most comfortable getting in and out of the building safely when protestors are present? (Please check all that apply)

Answer Options	Response Percent	Response Count
More police/security presence	47.5%	66
City employee-only access points allowing safe entry/exit	84.9%	118
An emergency action plan identifying safe routes	59.0%	82
Other: (Please list suggestions that you feel would improve your safety when entering/exiting the building in event of protest)	37.4%	52
<i>answered question</i>		139
<i>skipped question</i>		0



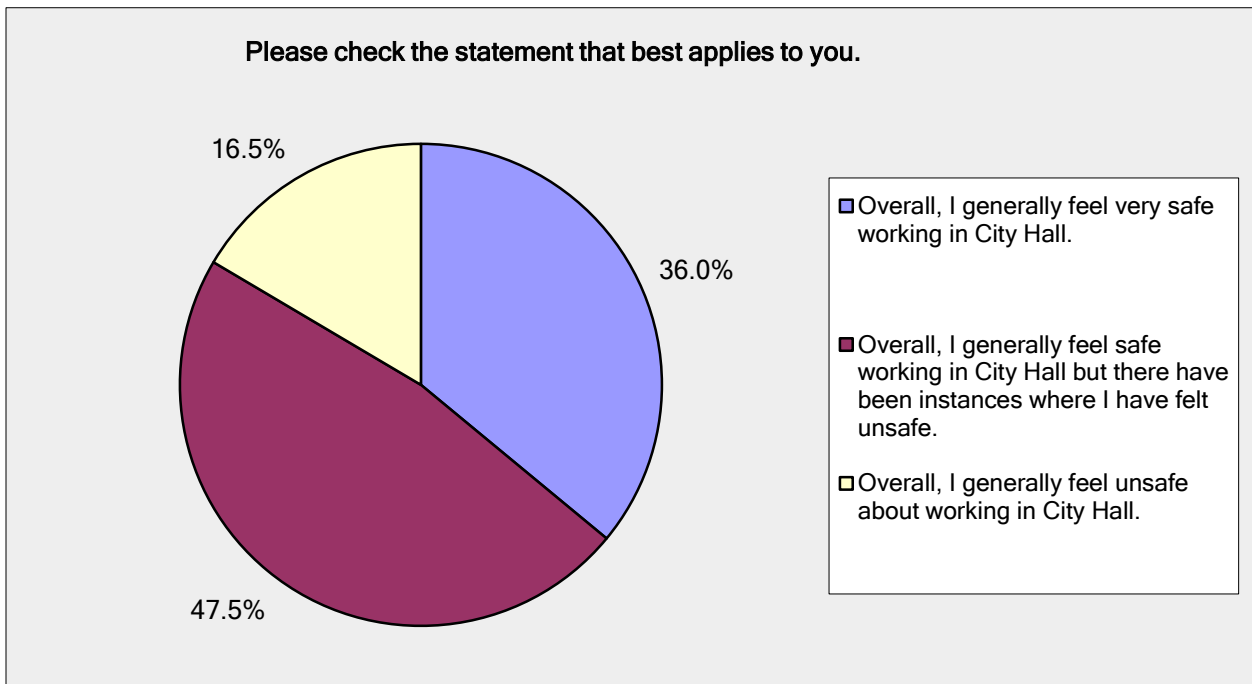
The following is a summary of “Other” responses; received responses totaled 52. Answers that contained more than one idea were separated and categorized accordingly. The number of times an idea was mentioned is listed in parentheses.

- Method of communicating up-to-date information (email, text messages), and also what to expect (25)
- Protestors pose no threat to staff or to the City. No need to do anything. Preserve current methods. (8)
- Metal detectors, turnstiles, single door entry as part of controlled public access (7)
- Lockdown City Hall, allow employees to leave (3)
- Limited Police/Security presence is sufficient at most protests (2)
- Police presence only if protestors are intent on occupying the premises, or if things are becoming out of hand (2)
- 5th Avenue entrance/exit works fine (2)

- More communication and collaboration with protest leaders and city leaders (2)
- More police/security presence, spread guards out equally with one guard at each Commissioners door (2)
- Additional security presence for protests inside City Hall including having security inside council offices (2)
- Employee-only access point to building (2)
- Consistent messaging to protestors about what conduct is allowed and what the response will be
- Have Peace Keeping Officers/liasons onsite as first line of defense
- Having plain clothed police officers instead of City Hall's typical security personnel
- Use only Portland Police employees instead of private security
- Create "Safe Room" within City Hall
- Doors need to be locked with employees having access through keys. Restrooms must be locked too.
- Replace glass with bulletproof glass
- Professional Security Team that is well trained with clear protocols to follow
- Police/Security should opt for a different "hands-off" approach to dealing with protesters (Pepper Spray was an issue)
- Have an action plan of first steps to take before locking down the building
- Model our security after that of the federal building
- Training on how to create secure places in offices
- Install security cameras and insure existing ones are functional
- Enforcement of ban on bullhorns and other projection devices that play alarms and sounds which interfere with City emergency procedures
- Involve the Sheriff's Office
- Everyone has a City ID—to distinguish visitors from City Staff
- New door apart from 5th Ave entrance for limited employee-only access

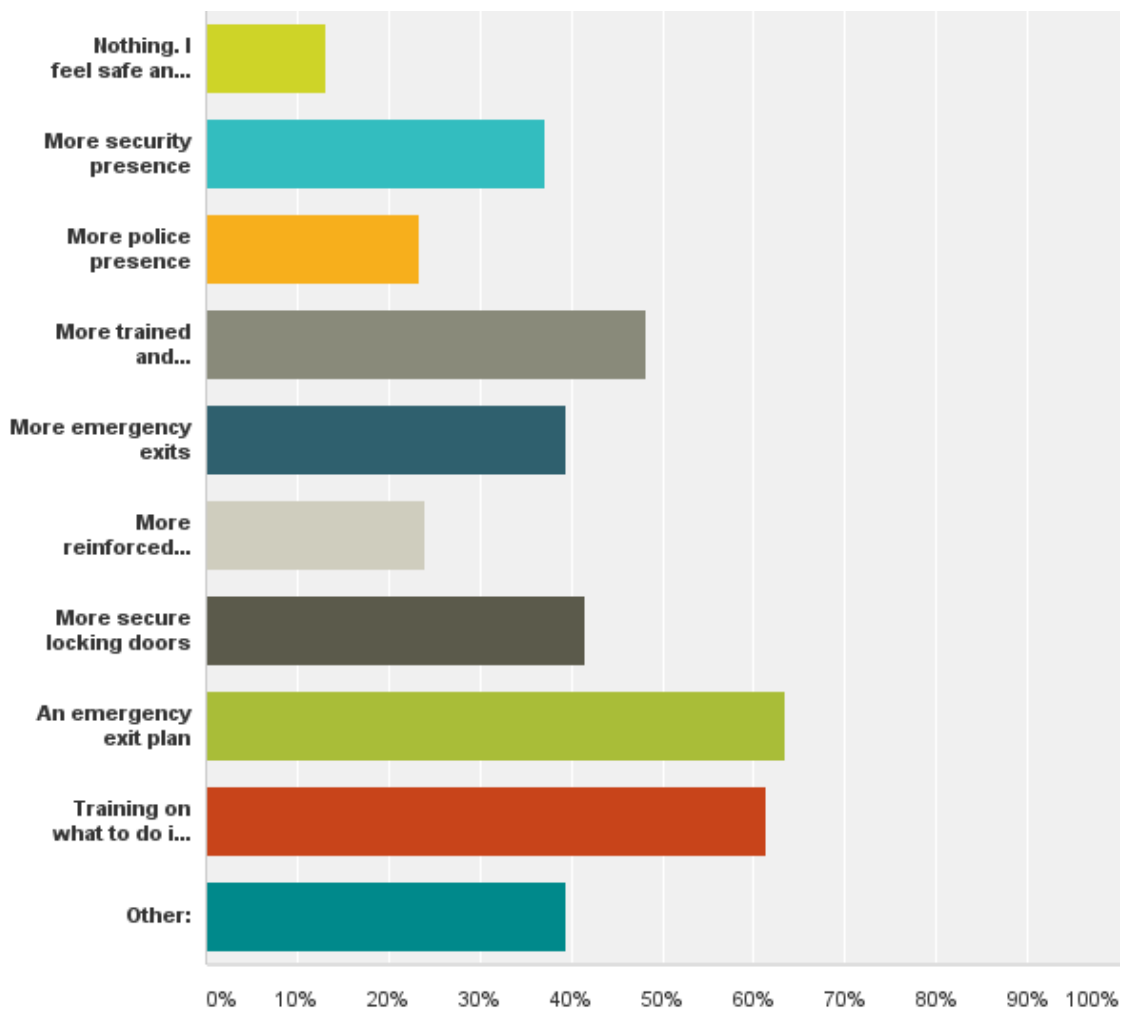
3. Please check the statement that best applies to you.

Answer Options	Response Percent	Response Count
Overall, I generally feel very safe working in City Hall.	36.0%	50
Overall, I generally feel safe working in City Hall but there have been instances where I have felt unsafe.	47.5%	66
Overall, I generally feel unsafe about working in City Hall.	16.5%	23
<i>answered question</i>		139
<i>skipped question</i>		0



4. What would make you feel safer in your office? (Please check all that apply)

Answer Options	Response Percent	Response Count
Nothing. I feel safe and wouldn't change anything.	13.1%	18
More security presence	37.2%	51
More police presence	23.4%	32
More trained and knowledgeable staff	48.2%	66
More emergency exits	39.4%	54
More reinforced windows	24.1%	33
More secure locking doors	41.6%	57
An emergency exit plan	63.5%	87
Training on what to do in an emergency situation	61.3%	84
Other:	39.4%	54
<i>answered question</i>		137
<i>skipped question</i>		2

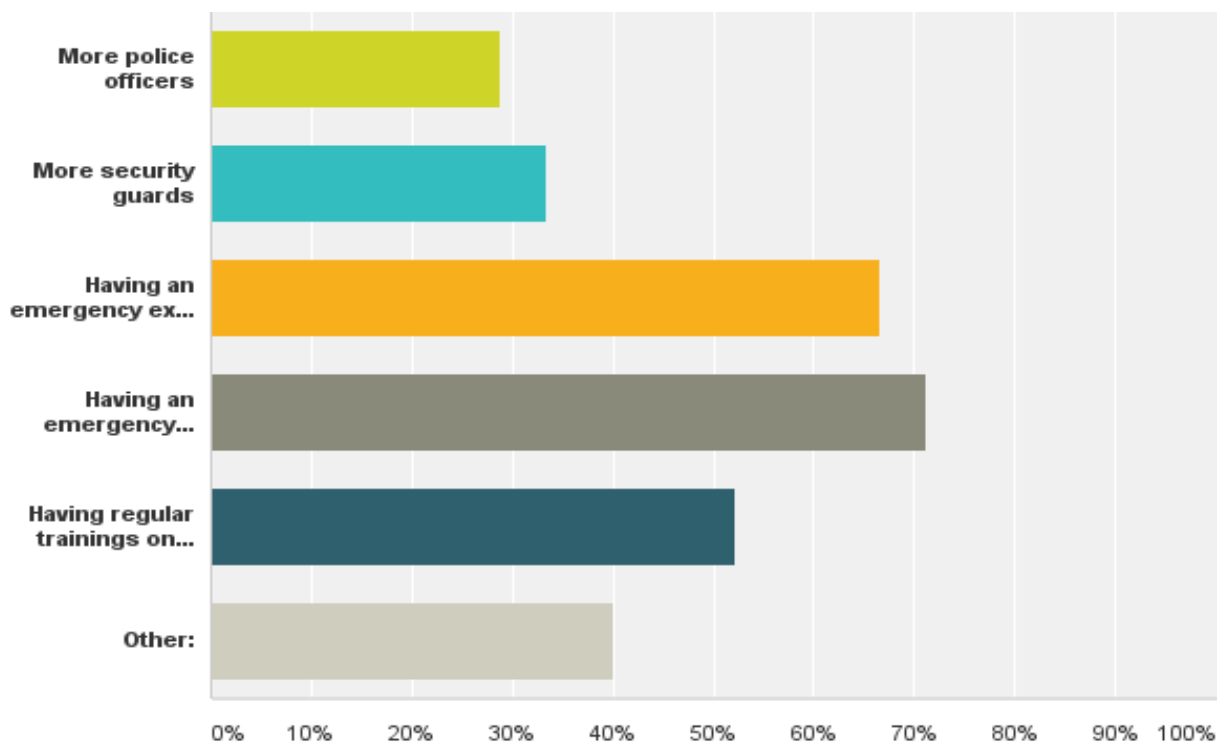


The following is a summary of “Other” responses; received responses totaled 54. Answers that contained more than one idea were separated and categorized accordingly. The number of times an idea was mentioned is listed in parentheses.

- Metal detectors, turnstiles, key card access (14)
- Clear and better communication, method of sending alerts (11)
- Better trained and fit security staff (7)
- Alternative escape routes including window accessibility in event of fire or other emergency situation (7)
- Doors that lock to prevent an intruder from opening (5)
- Create place of refuge in time of emergency (5)
- Security check at entrance/exit to City Hall (4)
- Alarm and reinforce all doors and windows (4)
- Training on what to do in emergency situations, include all staff (4)
- Make sure all entrances are secure (2)
- Having officers present in offices during protest (2)
- Install Security Cameras (2)
- Current format is sufficient (2)
- Requiring employees to use vacation time if they feel unsafe and want to leave early seems harsh. Protests making work exit/entry difficult should be treated the same as inclement weather leave (2)
- Bulletproof windows/glass in lobbies (2)
- Training on PPB procedures in these events of emergency (2)
- Develop comprehensive security plan and train on it (2)
- Employee only entrance/exit (2)
- Clear and consistent methods of enforcement for possible disruptions (2)
- Have Security carry weapons
- Peace Keeping Officers as first line of defense
- Secure access elevators/prohibit access to upper floors
- Funding to implement emergency exit plans
- Need clear plan on what to do in emergency situations
- More police/security only if the situation warrants it
- Monitor social media and news during protests
- Involve the Sheriff's office
- Hire mixed-gender security team
- Collaboration between bureaus in training (safe routes, safe rooms. -- practice safety drills, active shooter drills, stay in place drills, etc.)
- Hire plain clothes security
- Protestors permitted to protest outside (not inside City Hall)
- Allow employees to carry own firearms
- Communication to visitors that firearms are not allowed

5. What would help you feel more safe and secure at City Hall? (Please check all that apply)

Answer Options	Response Percent	Response Count
More police officers	28.8%	38
More security guards	33.3%	44
Having an emergency exit plan in place	66.7%	88
Having an emergency action plan in place	71.2%	94
Having regular trainings on safety	52.3%	69
Other:	40.2%	53
<i>answered question</i>		132
<i>skipped question</i>		7



The following is a summary of “Other” responses; received responses totaled 53. Answers that contained more than one idea were separated and categorized accordingly. The number of times an idea was mentioned is listed in parentheses.

- Security check, metal detectors, bag checks, turnstiles, bulletproof glass (17)
- Better, frequent and more consistent communication (6)
- Current format is sufficient- I feel safe (4)
- More trainings on emergency situations (4)
- Ensure emergency exit doors are in working order, need more/easier access to emergency exit doors (3)

- More security and more police officers in emergency situations (3)
- Better trained security, proven background checks on security officers (3)
- Ensure doors can lock to prevent intruders (3)
- Model security after Federal courthouses/buildings (3)
- Employee only access to upper floors (3)
- Avoid mixed messaging, take firm stance and be consistent regarding approach and commitment to employee safety and what to do in emergency situations (2)
- Cooperation between bureaus on safe routes, safe rooms, trainings on emergency situations (2)
- Allow employees to carry firearms (2)
- Secure elevators
- More peace keeping officers onsite as first line of defense
- Clear ID tags to identify City employees, security, and visitors
- More rounds by security
- Ensure messages are consistent across City leadership with clearly communicated protocols.
- Building lock-down and increased security and officer presence helps
- Install security cameras
- Hire plain clothes security
- Allow protestors to protest outside
- Do not put metal detectors back in place
- Clear criteria for when we bring PPB into the building. Clear duties of the security guards outlined for staff.
- Budget for safety experts to create a safety oriented culture in City Hall and other facilities
- Utilize approach dictated by majority of employees
- Hire more security guards or police of color
- Better hardware and software for security (radios, duress system, etc.)
- Eliminate guns from City Hall
- Have staff or someone monitor social media and news outlets (to help with advance warning)